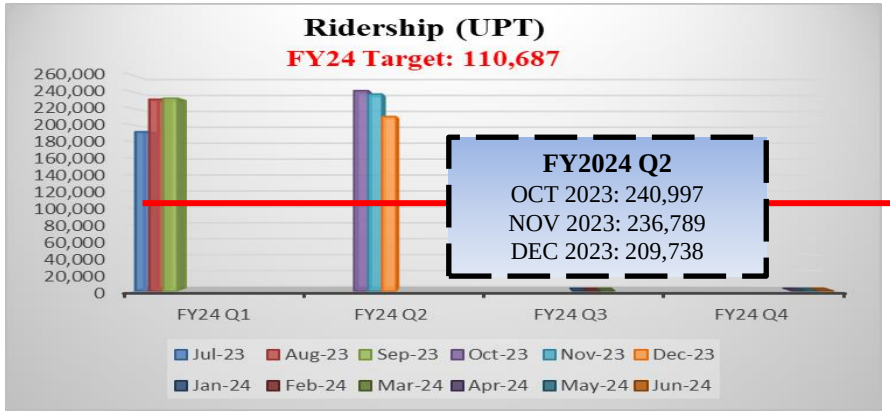
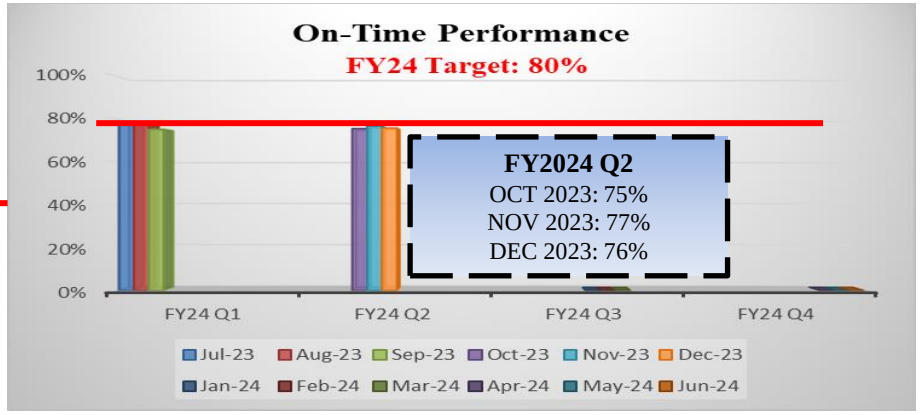
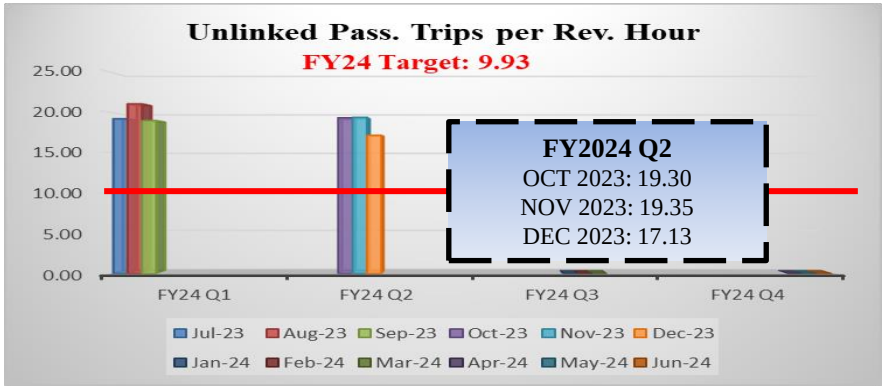
MERRIMACK VALLEY TRANSIT (MeVa) PERFORMANCE MEASURES: FIXED ROUTE

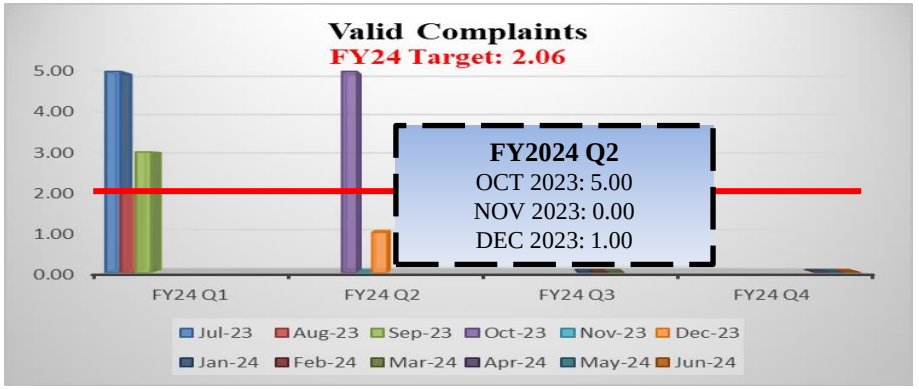
MEVA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY24:

(1) RIDERSHIP (UPT), (2) ON-TIME PERFORMANCE, (3) UNLINKED PASSENGER TRIPS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) FAREBOX RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.



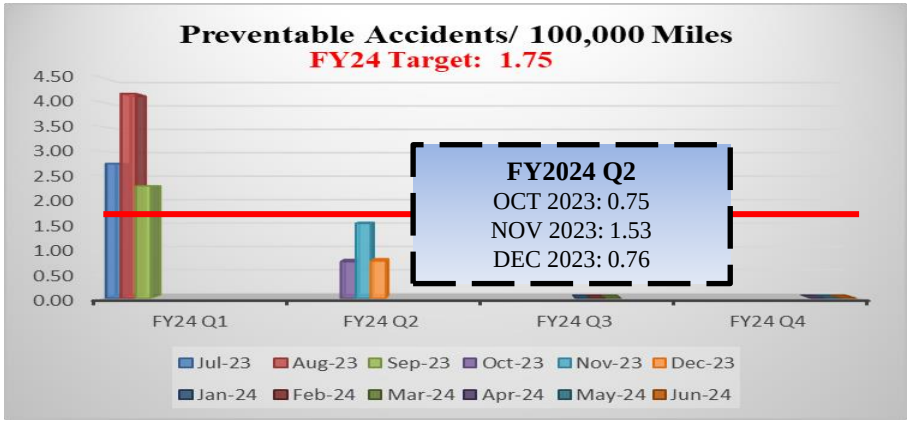


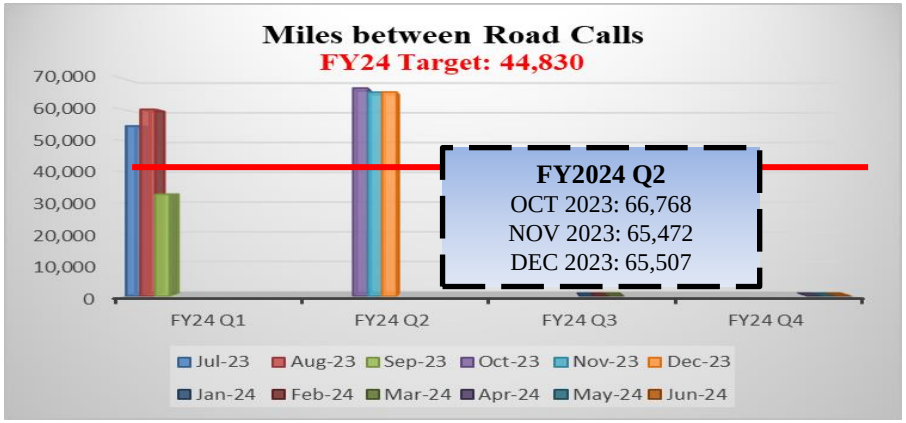


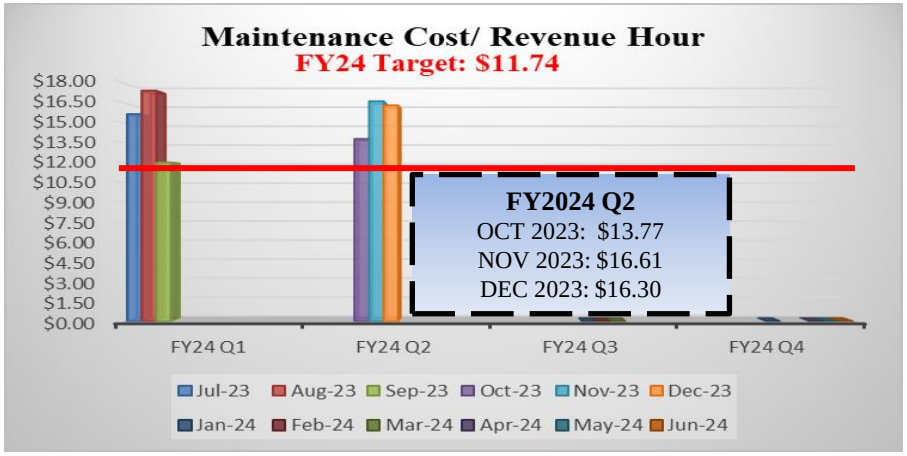


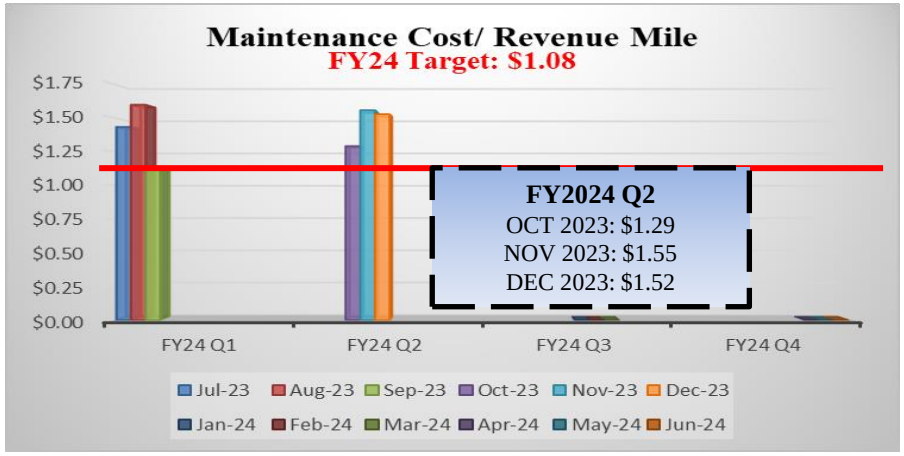
Updated 01/30/24

MERRIMACK VALLEY TRANSIT (MeVa)
PERFORMANCE MEASURES: FIXED ROUTE









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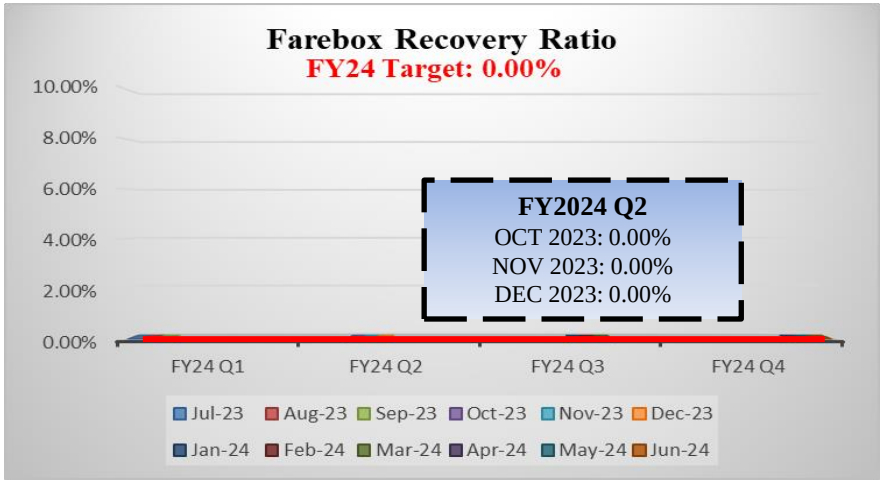

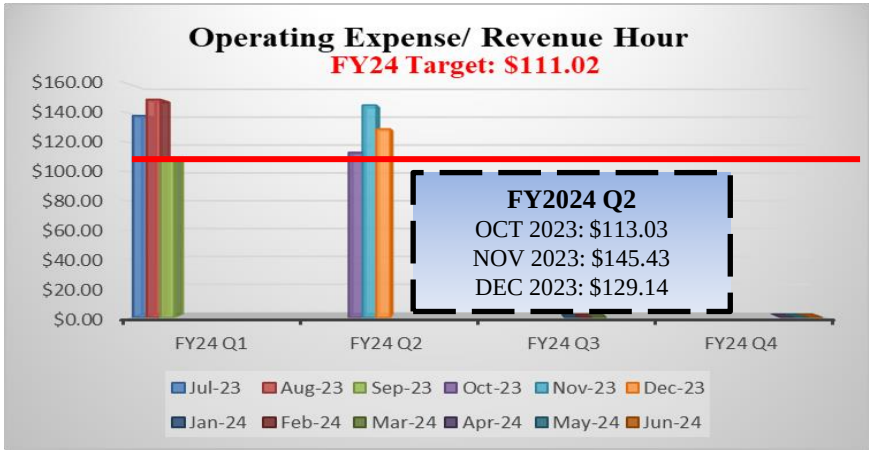

Updated 01/30/24

MERRIMACK VALLEY TRANSIT (MeVa)
PERFORMANCE MEASURES: FIXED ROUTE

Fixed Route Performance Measure Summary:

During **December FY2024**, the following performance measures met or exceeded the benchmark:

1. Ridership at ***209,738***
2. Unlinked passenger trips per revenue hour of ***17.13***
3. Farebox Recovery ratio at ***0.00%***
4. Miles between road calls at ***65,507***
5. Preventable Accidents per 100,000 miles at ***0.76***
6. Total Valid Complaints at ***1.00***

The following performance measures did not satisfy their targets. Those measures are:

7. On-time performance at ***76%***
8. Operating expense per revenue hour at ***$129.14***
9. Maintenance cost per revenue mile at ***$1.52***
10. Maintenance cost per revenue hour at ***$16.30***